



Data and Privacy File Guides

AppleCare Device Details

July 2022

File name AppleCare Device Details.csv

File description Serial numbers of the user's devices, along with associated warranty and AppleCare agreement information.

Why Apple keeps this information The serial numbers are correlated with the warranty and agreement information to provide proper support to customers that may open an AppleCare case or request a repair.

Plan Protection Provider Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. If AppleCare Services data files are provided, they will be identified with your Protection Plan Provider's name.

Field Name	Details
Agreement End Date	Date and time on which the purchased agreement ends
Agreement Start Date	Date and time on which the purchased agreement begins
Agreement-Address Type	The type of address (e.g., Billing, Shipping)
Agreement-Address1	Address (first line) of the customer agreement
Agreement-Address2	Address (second line) of the customer agreement
Agreement-AppleCare Number	Unique identifier for AppleCare agreement
Agreement-City	City of the customer agreement
Agreement-Country	Country of the customer agreement
Agreement-Email	Customer E-Mail address associated with the agreement
Agreement-First Name	First Name of the customer agreement
Agreement-Last Name	Last Name of the customer agreement
Agreement-Postal	Postal code of the customer the agreement
Agreement-State	State of the customer agreement
Apple ID Number	Customer Apple ID associated with device on purchase.
AppleCare Agreement Number	The specific AppleCare agreement number for the associated device
Contract Number	Contract number is a unique identifier associated with the agreement number

Field Name	Details
Fulfillment-Address Type	The address type of the fulfillment
Fulfillment-Address1	Address (first line) of the fulfillment
Fulfillment-Address2	Address (second line) of the fulfillment
Fulfillment-AppleCare Number	Customer Apple ID Number of the fulfillment
Fulfillment-Carrier Code	The shipping carrier code of the fulfillment
Fulfillment-Carrier Type	The shipping carrier type of the fulfillment
Fulfillment-Case ID	Unique tracking number for the fulfillment
Fulfillment-City	City of the fulfillment
Fulfillment-Country	Country of the fulfillment
Fulfillment-Email	The customer E-mail address associated with fulfillment
Fulfillment-First Name	First Name of the fulfillment
Fulfillment-IMEI	The IMEI number of the device
Fulfillment-Item ID	The item identifier of the fulfillment
Fulfillment-Kit ID	The kit identifier of the fulfillment
Fulfillment-Last Name	Last Name of the fulfillment
Fulfillment-Order Recorded Date	The order date of the fulfillments
Fulfillment-Part ID	The part number of the fulfillment
Fulfillment-Phone Number	Customer Phone Number associated with the fulfillment
Fulfillment-Postal	Postal code of the fulfillment
Fulfillment-Product Documentation ID	Unique identifier for the fulfillment documentation
Fulfillment-Sales Order Number	The sale order number in SAP of the fulfillment
Fulfillment-Sent Date	The sent date in SAP of the fulfillment
Fulfillment-Serial Number	Serial Number of the device
Fulfillment-Shipped Date	The ship date of the fulfillments
Fulfillment-State	State of the fulfillment
Product Description	Description of the product associated with the serial number
Purchase Date	Date and time on which the device was purchased

Field Name	Details
Registered Date	Date and time on which the device was registered with Apple
Serial Number	The device's serial number
Shipped Date	Date and time on which the device was shipped to the customer
Warranty End Date	Date and time the warranty ended
Warranty Name	The type of warranty provided
Warranty Start Date	Date and time the warranty started